

Appendix A

Commenters in C C Docket No. 02-306

<u>Commenter</u>	<u>Abbreviation</u>
Alliance for Public Technology Association of Communications Enterprises AT&T Corporation Communication Workers of America DIRECTV Broadband Corporation Ernest Communications , Inc FONE4All Corporation MPOWER Communications Corp PACWEST Telecom, RCN Telecom & U.S TelePacific Corp Paging Systems Inc and Touch Tel Corporation Sprint Communications Company Vycera Communications, Inc XO California, Inc	APT ASCENT AT&T CWA DIRECTV Ernest FONE4ALL MPOWER PacWest, RCN, TelePacific PSI and Touch Tel Corporation SPRINT Vycera XO
<u>Reply Commenter</u>	<u>Abbreviation</u>
AT&T Corporation Pac Bell Telescape Communications, Inc. XO California, Inc.	AT&T Pac Bell Telescape XO

Appendix B

California Performance Metrics

Except where noted, the data included here is taken from the California performance reports provided by Pacific Bell, calculated according to the California OSS OII Performance Measurements (Joint Partial Settlement Agreement) business rules as of 5/24/01. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics, or that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development).

Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare data over time.

Performance Metric Categories

Metric Number	Metric Name
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Pre-Ordering

1	Average Response Time (to Pre-Order Queries)
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Ordering

2	Average FOC/LSC Notice Interval
3	Average Reject Notice Interval
4	Percentage of Flow-Through Orders

Provisioning

5	Percentage of Orders Jeopardized
6	Average Jeopardy Notice Interval
7	Average Completed Interval
8	Percent Completed Within Standard Interval
9	Coordinated Customer Conversion
9a	Frame Due Time (FDT) Conversions as a Percentage on Time
10	LNP Network Provisioning
11	Percent of Due Dates Missed
12	Percent of Due Dates Missed Due to Lack of Facilities
13	Delay Order Interval to Completion Date (For Lack of Facilities)
14	Held Order Interval
15	Provisioning Trouble Reports (Prior to Service Order Completion)
15a	Average Time to Restore Provisioning Troubles (Service Order Completion)
16	Percentage Troubles in 30 Days for Special Services Orders
17	Percentage Troubles in 10 Days for Non-Special Orders
18	Completion Notice Interval

Maintenance

19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	(POTS) Out of Service Less Than 24 Hours

Metric	Metric Name
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24	Percent Blocking on Common Trunks
25	Percent Blocking on Interconnection Trunks
26	NXX Loaded by LERG Effective Date

Billing

38	Usage Timeliness
30	Wholesale Bill Timeliness
31	Usage Completeness
32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
35	Billing Completion Notice Interval
36	Accuracy of Mechanized Bill Feed

Database Updates

37	Average Database Update Interval
38	Percent Database Accuracy
39	E911/911 MS Database Update

Collocation

40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement

44	Center Responsiveness
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Metric Number	Metric Name and Disaggregation	May2002		June2002		July2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
1 - Average FOC/LSC Notice Interval												
1 - 103300	Avg Resp Pre-Order Man Fax/Req for CSR	96.59	95.00	100.00	95.00	99.96	95.00	98.11	95.00	97.66	95.00	
1 - 103500	Avg Resp Pre-Order K1023: xDSL Loop Qual	2.86	15.09	2.84	19.99	1.87	33.32	2.16	13.16	4.22	19.98	
1 - 103501	Avg Resp Pre-Order K1023: Manual K1023	1.52	8.36	1.97	15.85	1.72	12.30	6.94	14.27	7.67	7.26	
1 - 104101	Avg Resp Pre-Order CSR Datagate: Rndtrp	2.06	10.00	1.85	10.00	2.07	10.00	1.70	10.00	1.23	10.00	
1 - 104400	Avg Resp Pre-Order Rej/Fail Inq Datagate: Rndtrp	3.72	tbd	5.04	tbd	1.62	tbd	0.98	tbd	0.80	tbd	
1 - 104501	Avg Resp Pre-Order Addr Verif Verigate: Rndtrp	2.00	4.50	1.78	4.50	1.81	4.50	1.64	4.50	1.74	4.50	
1 - 104502	Avg Resp Pre-Order Disp Rqrd/Fac Avail Verigate: Rndtrp	4.77	11.00	5.29	11.00	5.55	11.00	5.65	11.00	5.95	11.00	
1 - 104601	Avg Resp Pre-Order TN Verigate: Rndtrp	12.67	4.50	4.12	4.50	5.05	4.50	4.56	4.50	4.78	4.50	
1 - 104701	Avg Resp Pre-Order CSR Verigate: Rndtrp	3.66	10.00	3.55	10.00	3.74	10.00	3.40	10.00	3.53	10.00	
1 - 104801	Avg Resp Pre-Order Svc Avail Verigate: Rndtrp	0.95	8.00	0.75	8.00	1.20	8.00	0.97	8.00	0.92	8.00	
1 - 104901	Avg Resp Pre-Order Svc Appt Sch Verigate: Rndtrp	2.27	2.00	2.60	2.00	2.39	2.00	2.22	2.00	2.24	2.00	
1 - 105000	Avg Resp Pre-Order Rej/Fail Inq Verigate: Rndtrp	16.27	tbd	7.03	tbd	8.91	tbd	2.01	tbd	2.45	tbd	
1 - 105600	Avg Resp Pre-Order Mech Loop Qual Actual - Verigate: Rndtrp	14.68	11.23	13.18	9.28	13.51	10.33	13.38	10.30	13.63	10.66	
1 - 105700	Avg Resp Pre-Order Mech Loop Qual Design - Verigate: Rndtrp	2.89	4.51	2.56	3.60	2.24	4.07	2.24	4.41	3.25	4.37	
1 - 106000	Avg Resp Pre-Order Addr Verif EDI-CORBA: Rndtrp	3.14	4.50	2.98	4.50	2.89	4.50	4.42	4.50	1.62	4.50	
1 - 106002	Avg Resp Pre-Order TN EDI-CORBA: Rndtrp	2.85	4.50	2.37	4.50	2.32	4.50	4.32	4.50	4.02	4.50	
1 - 106003	Avg Resp Pre-Order CSR EDI-CORBA: Rndtrp	2.67	10.00	2.70	10.00	3.13	10.00	11.74	10.00	1.47	10.00	
1 - 106005	Avg Resp Pre-Order Svc Appt Sch EDI-CORBA: Rndtrp	1.47	2.00	1.31	2.00	1.18	2.00	2.00	2.00	2.11	2.00	
1 - 106006	Avg Resp Pre-Order Rej/Fail Inq EDI-CORBA: Rndtrp	3.30	tbd	4.90	tbd	3.89	tbd	8.75	tbd	3.64	tbd	
1 - 106007	Avg Resp Pre-Order Mech Loop Qual Actual - EDI-CORBA: Rndtrp	10.76	10.34	16.23	9.60	11.20	11.94	17.81	12.10	15.68	12.17	
1 - 106008	Avg Resp Pre-Order Mech Loop Qual Design - EDI-CORBA: Rndtrp	1.42	2.58	2.32	2.27	1.69	2.41		3.23	2.89	2.75	a d
2 - 200100	Resale Res	0.17	0.33	0.13	0.33	0.12	0.33	0.16	0.33	0.15	0.33	
2 - 200200	Elct Resale Bus	0.15	0.33	0.03	0.33	0.03	0.33	0.05	0.33	0.14	0.33	
2 - 201101	Elct 8.0dB and 5.5 dB Loop	0.07	0.33	0.06	0.33	0.08	0.33	0.30	0.33	0.08	0.33	
2 - 201200	Elct 2 Digital ISDN	0.02	0.33	0.02	0.33	0.06	0.33	0.06	0.33	0.11	0.33	abcde

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
2 - 201300	Elct 2 Digital xDSL	0.19	0.33	0.17	0.33	0.16	0.33	0.19	0.33	0.16	0.33	
2 - 201400	Elct 4 Digital 1.544 mbpd HDSL	0.12	0.33	0.09	0.33	0.11	0.33	0.11	0.33	0.10	0.33	
2 - 201404	Elct UNE EELs - Voice Grade	0.32	0.33	0.09	0.33	0.08	0.33	0.09	0.33	0.13	0.33	
2 - 201405	Elct UNE EELs - DS1	0.14	0.33	0.13	0.33	0.14	0.33	0.12	0.33	0.14	0.33	
2 - 202200	Elct UNE Platform Basic	0.21	0.33	0.20	0.33	0.19	0.33	0.27	0.33	0.42	0.33	
2 - 202500	Elct PNP	0.04	0.33	0.04	0.33	0.04	0.33	0.05	0.33	0.03	0.33	
2 - 202700	Elct Man-Resale Res POTS	5.01	6.00	2.18	6.00	3.08	6.00	2.18	6.00	1.15	6.00	
2 - 202800	Elct Man-Resale Bus POTS	6.87	6.00	2.57	6.00	6.75	6.00	4.07	6.00	2.51	6.00	
2 - 202900	Elct Man-Resale ISDN BRI	17.98	6.00	5.66	6.00	4.57	6.00	3.46	6.00	2.38	6.00	d
2 - 203000	Elct Man-Resale Centrex	5.34	6.00	4.75	6.00	4.20	6.00	2.06	6.00	2.28	6.00	
2 - 203100	Elct Man-Resale PBX	13.25	6.00	23.65	6.00	4.31	6.00	2.31	6.00	3.02	6.00	a
2 - 203300	Elct Man-Resale DS1/ISDN-PRI	16.03	6.00	5.55	6.00	5.15	6.00		6.00		6.00	abcde
2 - 203500	Elct Man-Resale VGPL/DS0		6.00	7.02	6.00		6.00		6.00		6.00	abcde
2 - 203601	Elct Man-8.0 dB and 5.5 dB Loop	2.24	6.00	1.89	6.00	1.96	6.00	2.33	6.00	2.15	6.00	
2 - 203800	Elct Man-2 Digital ISDN	1.50	6.00	2.24	6.00	1.49	6.00	1.77	6.00	2.03	6.00	
2 - 203900	Elct Man-2 Digital xDSL	1.85	6.00	2.00	6.00	1.85	6.00	2.07	6.00	2.50	6.00	
2 - 204000	Elct Man-4 Digital 1.544 mbpd HDSL	1.91	6.00	1.84	6.00	1.93	6.00	1.97	6.00	1.86	6.00	
2 - 204001	Elct Man-4 Digital DS3 Loop	1.74	6.00		6.00	2.53	6.00	2.80	6.00	5.02	6.00	abcde
2 - 204003	Elct Man- UNE Dark Fiber		6.00	37.29	6.00	8.91	6.00	1.07	6.00		6.00	abcde
2 - 204004	Elct Man- UNE EELs - Voice Grade	2.03	6.00	1.99	6.00	1.28	6.00	1.66	6.00	1.51	6.00	
2 - 204005	Elct Man- UNE EELs - DS1	1.74	6.00	1.54	6.00	1.65	6.00	1.67	6.00	1.85	6.00	
2 - 204006	Elct Man- UNE EELs - DS3	3.09	6.00	0.98	6.00		6.00	2.60	6.00	2.17	6.00	abcde
2 - 204701	Elct Man-UNE Dedicated Trnsprt DS1	3.00	6.00	3.90	6.00	5.19	6.00	3.61	6.00	8.92	6.00	
2 - 204702	Elct Man-UNE Dedicated Trnsprt DS3	3.39	6.00	2.73	6.00	3.72	6.00	2.92	6.00	2.96	6.00	
2 - 204800	Elct Man-UNE Platform Basic	3.76	6.00	2.90	6.00	3.74	6.00	3.02	6.00	3.00	6.00	
2 - 204802	Elct Man-UNE Platform - Specials		6.00		6.00	3.92	6.00	4.12	6.00	3.90	6.00	abcde
2 - 205100	Elct Man-PNP	1.74	6.00	1.69	6.00	1.63	6.00	1.64	6.00	1.64	6.00	
2 - 205300	Man-Man Resale Res POTS	4.95	12.00	3.20	12.00	3.40	12.00	2.53	12.00	2.38	12.00	
2 - 205400	Man-Man Resale Bus POTS	5.57	12.00	4.88	12.00	4.10	12.00	2.85	12.00	3.22	12.00	
2 - 205500	Man-Man Resale ISDN BRI	3.97	12.00	8.22	12.00	9.03	12.00	3.57	12.00	17.35	12.00	abcde
2 - 205600	Man-Man Resale Centrex	6.09	12.00	7.88	12.00	7.03	12.00	5.02	12.00	5.07	12.00	
2 - 205700	Man-Man Resale PBX	2.48	12.00		12.00		12.00	3.15	12.00	7.35	12.00	abcde
2 - 205900	Man-Man Resale DS1/ISDN-PRI	7.35	12.00		12.00		12.00		12.00	3.20	12.00	abcde
2 - 206100	Man-Man Rsale VGPL/DS0		12.00		12.00	3.77	12.00		12.00		12.00	abcde

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
2 - 206201	Man-Man 8.0 dB and 5.5 dB Loop	100.59	12.00	3.76	12.00	4.23	12.00	4.00	12.00	3.89	12.00	b
2 - 206401	Man-Man 4 Digital DS3 Loop		12.00		12.00		12.00	29.02	12.00		12.00	abcde
2 - 206403	Man-Man UNE Dark Fiber	1.25	12.00	4.34	12.00		12.00	3.78	12.00	4.79	12.00	abcde
2 - 206404	Man-Man UNE EELs - Voice Grade	2.80	12.00		12.00	3.02	12.00	3.22	12.00		12.00	abcde
2 - 206405	Man-Man UNE EELs - DS1		12.00	3.44	12.00		12.00	6.65	12.00	3.78	12.00	abcd
2 - 206406	Man-Man UNE EELs - DS3		12.00		12.00		12.00	3.45	12.00		12.00	abcde
2 - 206500	Man-Man 2 Digital xDSL	3.10	12.00	3.22	12.00	3.78	12.00	5.05	12.00	3.55	12.00	abcd
2 - 206600	Man-Man 4 Digital	5.16	12.00	2.19	12.00	8.51	12.00	3.45	12.00	3.03	12.00	abcd
2 - 207302	Man-Man UNE Dedicated Trnsprt DS3	4.93	12.00		12.00	4.73	12.00	4.51	12.00		12.00	abcde
2 - 207400	Man-Man UNE Platform Basic	8.40	12.00	20.05	12.00	2.92	12.00	2.70	12.00	3.62	12.00	d
2 - 207700	Man-Man PNP	4.56	12.00	4.97	12.00	4.20	12.00	5.29	12.00	4.12	12.00	
2 - 207801	Projects - All Other Products	99.23	90.00	99.34	90.00	96.88	90.00	99.72	90.00	99.39	90.00	
2 - 207802	Projects - Interconnection Trks-days	4.19	tbd	3.58	tbd	2.77	tbd	2.52	tbd	2.48	tbd	
2 - 207902	Dys-Held & Denied Interconnect Trks	5.67	n/a	44.50	n/a	23.00	n/a	4.00	n/a	52.00	n/a	abcde
2 - 208000	Elct 2 Digital Line Sharing	0.21	0.33	0.20	0.33	0.17	0.33	0.19	0.33	0.18	0.33	
2 - 208100	Elct Man-2 Digital Line Sharing	2.09	6.00	2.04	6.00	1.80	6.00	1.91	6.00	2.53	6.00	
2 - 208301	Interconn Trunks New	4.16	7.00	3.96	7.00	3.73	7.00	3.62	7.00	2.98	7.00	
2 - 208302	Interconn Trunks Augment	3.10	4.00	2.71	4.00	2.91	4.00	2.69	4.00	3.09	4.00	
3 - Average Reject Notice Interval												
3 - 300200	Elct:LEX-CLEO/LASR Facilities Syntax	0.03	0.33	0.03	0.33	0.02	0.33	0.04	0.33	0.04	0.33	
3 - 300201	Elct:LEX-CLEO/LASR Directory Listings Syntax	0.05	0.33	0.05	0.33	0.05	0.33	0.08	0.33	0.07	0.33	
3 - 300300	Elct:LEX-CLEO/LASR Resale Syntax	0.06	0.33	0.05	0.33	0.05	0.33	0.23	0.33	0.07	0.33	
3 - 300400	Elct:EDI-CLEO/LASR Facilities Syntax	0.20	0.33	0.19	0.33	0.18	0.33	0.24	0.33	0.36	0.33	
3 - 300500	Elct:EDI-CLEO/LASR Resale Syntax	0.25	0.33	0.17	0.33	0.21	0.33	0.26	0.33	0.21	0.33	
3 - 300501	Elct:EDI-CLEO/LASR Directory Listings Syntax	0.26	0.33	0.28	0.33	0.26	0.33	0.32	0.33	0.51	0.33	
3 - 300700	Elct Man:LEX-CLEO/LASR (Exc to LSC) Facilities Content Errs	2.29	5.00	1.88	5.00	2.40	5.00	2.24	5.00	2.94	5.00	
3 - 300800	Elct Man:LEX-CLEO/LASR (Exc to LSC) Resale Content Errs	5.67	5.00	2.43	5.00	3.27	5.00	1.63	5.00	1.67	5.00	
3 - 300900	Elct Man:EDI-CLEO/LASR (Exc to LSC) Facilities Content Errs	2.99	5.00	2.41	5.00	3.03	5.00	2.48	5.00	2.52	5.00	
3 - 301000	Elct Man:EDI-CLEO/LASR (Exc to LSC) Resale Content Errs	8.70	5.00	2.57	5.00	3.66	5.00	1.90	5.00	10.45	5.00	
3 - 301200	Man-Man: FAX Resale Content Errs	5.53	10.00	3.84	10.00	3.93	10.00	2.79	10.00	3.94	10.00	

Federal Communications Commission
California Performance Metric Data

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Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
3 - 301300	Man-Man:FAX Facilities Content Errs	4.71	10.00	4.94	10.00	3.92	10.00	3.54	10.00	3.68	10.00	c
3 - 301400	Elct:LEX-CLEO/LASR Line Sharing Syntax	0.02	0.33	0.02	0.33	0.01	0.33	0.07	0.33	0.02	0.33	
3 - 301500	Elct:EDI-CLEO/LASR Line Sharing Syntax	0.20	0.33	0.17	0.33	0.15	0.33	0.16	0.33	0.18	0.33	
3 - 301600	Elct Man:LEX-CLEO/LASR (Exc to LSC) Line Sharing Content Errs	2.42	5.00	2.03	5.00	1.79	5.00	2.44	5.00	2.25	5.00	c
3 - 301700	Elct Man:EDI-CLEO/LASR (Exc to LSC) Line Sharing Content Errs	1.66	5.00	1.82	5.00	1.67	5.00	1.46	5.00	1.95	5.00	
3 - 310100	Man:EXACT Facilities Content Errs	2.48	5.00	3.05	5.00	4.45	5.00	2.07	5.00	1.76	5.00	
3 - 310200	Man-Man:EXACT Facilities Content Errs	0.78	10.00	1.82	10.00	2.35	10.00		10.00		10.00	abcde
3 - 320000	Projects - All other Products	99.71	90.00	99.44	90.00	98.79	90.00	99.78	90.00	100.00	90.00	
4 - Percent of Flow Through Orders												
4 - 410400	LEX/EDI LASR FTE:Standalone LNP-Svc Migration w/chgs	51.89	tbd	53.92	tbd	55.27	tbd	56.82	tbd	55.00	tbd	
4 - 410500	LEX/EDI LASR FTE:UNE 8.0 dB-New Svc Install	65.53	tbd	70.88	tbd	72.48	tbd	71.65	tbd	70.93	tbd	
4 - 410600	LEX/EDI LASR FTE:5.5 dB-New Svc Install	89.74	tbd	91.67	tbd	84.62	tbd	100.00	tbd	0.00	tbd	e
4 - 410700	LEX/EDI LASR FTE:2 Digital xDSL-New Svc Install	60.78	tbd	63.91	tbd	68.01	tbd	70.07	tbd	65.15	tbd	
4 - 410800	LEX/EDI LASR FTE:UNE 4 Digital(1.544 mbps)-New Svc Install	51.68	tbd	53.30	tbd	60.62	tbd	62.86	tbd	62.04	tbd	
4 - 410900	LEX/EDI LASR FTE:UNE 8.0 dB-Svc Disconnect	53.07	tbd	49.83	tbd	50.63	tbd	46.86	tbd	44.20	tbd	
4 - 411000	LEX/EDI LASR FTE:UNE 5.5 dB-Svc Disconnect	12.50	tbd	18.75	tbd	12.00	tbd	0.00	tbd	17.65	tbd	
4 - 411100	LEX/EDI LASR FTE:2 Digital ISDN-Svc Disconnect	2.00	tbd	8.22	tbd	4.17	tbd	4.71	tbd	3.95	tbd	
4 - 411200	LEX/EDI LASR FTE:UNE 2 Digital xDSL-Svc Disconnect	64.78	tbd	56.78	tbd	58.38	tbd	61.83	tbd	38.80	tbd	
4 - 411300	LEX/EDI LASR FTE:UNE 4 Digital(1.544 mbps)-New Svc Install	71.51	tbd	78.11	tbd	75.43	tbd	78.93	tbd	74.77	tbd	
4 - 411500	LEX/EDI LASR FTE:LNP w/Loop-Svc Migration w/chgs	28.27	tbd	33.94	tbd	27.58	tbd	41.53	tbd	31.15	tbd	
4 - 411600	LEX/EDI LASR FTE:UNE Platform(Loop w/Prt)-New Svc Install	25.84	tbd	32.85	tbd	35.54	tbd	52.29	tbd	53.81	tbd	
4 - 411700	LEX/EDI LASR FTE:UNE Platform(Loop w/Prt)-Svc Disconnect	90.99	tbd	90.99	tbd	90.92	tbd	93.22	tbd	93.75	tbd	
4 - 411800	LEX/EDI LASR FTE:UNE Platform(Loop w/Prt)-Svc Migration w/chgs	86.21	tbd	86.27	tbd	86.02	tbd	76.97	tbd	83.06	tbd	
4 - 412000	LEX/EDI LASR FTE:UNE Platform(Loop w/Prt)-Chg Activities	72.68	tbd	76.64	tbd	76.64	tbd	75.39	tbd	78.37	tbd	

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
4 - 412100	LEX/EDI LASR FTE:UNE 2w Dig Line Sharing Loop-New Svc Install	82.65	tbd	91.23	tbd	90.88	tbd	93.21	tbd	87.25	tbd	
4 - 412200	LEX/EDI LASR FTE:UNE 2w Dig Line Sharing Loop-Svc Disconnect	51.63	tbd	54.85	tbd	61.47	tbd	63.91	tbd	65.21	tbd	
4 - 412300	LEX/EDI LASR FTE:UNE Lp 2w Dig IDSL cap	67.86	tbd	67.85	tbd	66.70	tbd	68.16	tbd	68.40	tbd	
4 - 412400	LEX/EDI LASR FTE:UNE EELs Voice - Svc Disconnect	38.46	tbd	50.00	tbd	37.50	tbd	22.22	tbd	35.00	tbd	
4 - 412500	LEX/EDI LASR FTE:UNE EELs DS1 - New Svc Install	29.43	tbd	46.89	tbd	47.58	tbd	49.80	tbd	57.51	tbd	
4 - 412600	LEX/EDI LASR FTE:UNE EELs DS1 - Svc Disconnect	54.41	tbd	65.53	tbd	54.01	tbd	71.01	tbd	56.78	tbd	
4 - 412700	LEX/EDI LASR FTE:UNE EELs Voice - New Svc Install	0.00	tbd	0.00	tbd	50.00	tbd	66.67	tbd	50.00	tbd	abcde
4 - 420501	LEX/EDI LASR FTE:Resale Res POTS-New Svc Install	73.61	tbd	77.80	tbd	76.58	tbd	75.89	tbd	69.67	tbd	
4 - 420601	LEX/EDI LASR FTE:Resale Res POTS-Chg Activities	92.56	tbd	92.04	tbd	91.53	tbd	89.98	tbd	94.21	tbd	
4 - 420701	LEX/EDI LASR FTE:Resale Res POTS-Svc Disconnect	97.14	tbd	99.21	tbd	95.22	tbd	99.26	tbd	99.02	tbd	
4 - 420801	LEX/EDI LASR FTE:Resale Res POTS-Svc Migration w/out chgs	84.89	tbd	90.01	tbd	83.29	tbd	66.75	tbd	75.10	tbd	
4 - 420901	LEX/EDI LASR FTE:Resale Res POTS-Svc Migration w/chgs	62.50	tbd	33.88	tbd	29.45	tbd	32.59	tbd	17.38	tbd	
4 - 421201	LEX/EDI LASR FTE:Resale Bus POTS-New Svc Install	38.55	tbd	35.78	tbd	47.22	tbd	28.09	tbd	31.88	tbd	
4 - 421301	LEX/EDI LASR FTE:Resale Bus POTS-Chg Activities	70.59	tbd	78.25	tbd	68.31	tbd	78.29	tbd	85.96	tbd	
4 - 421401	LEX/EDI LASR FTE:Resale Bus POTS-Svc Disconnect	70.89	tbd	59.49	tbd	62.47	tbd	40.76	tbd	44.54	tbd	
4 - 421501	LEX/EDI LASR FTE:Resale Bus POTS-Svc Migration w/out chgs	44.91	tbd	38.87	tbd	1.77	tbd	24.56	tbd	9.48	tbd	
4 - 421601	LEX/EDI LASR FTE:Resale Bus POTS-Svc Migration w/chgs	26.64	tbd	8.03	tbd	9.68	tbd	6.80	tbd	7.69	tbd	
4 - 430100	LEX/EDI LASR:8.0 dB-New Svc Install	65.53	tbd	70.88	tbd	72.48	tbd	71.65	tbd	70.93	tbd	
4 - 430300	LEX/EDI LASR:8.0 dB-Svc Disconnect	53.07	tbd	49.83	tbd	50.63	tbd	46.86	tbd	44.20	tbd	
4 - 430900	LEX/EDI LASR:5.5 dB-New Svc Install	89.74	tbd	91.67	tbd	84.62	tbd	100.00	tbd	0.00	tbd	e
4 - 431100	LEX/EDI LASR:5.5 dB-Svc Disconnects	12.50	tbd	18.75	tbd	12.00	tbd	0.00	tbd	17.65	tbd	
4 - 431500	LEX/EDI LASR:2 Digital ISDN-Svc Disconnect	2.00	tbd	8.22	tbd	4.17	tbd	4.71	tbd	3.95	tbd	
4 - 431700	LEX/EDI LASR:2 Digital xDSL-New Svc Install	60.78	tbd	63.91	tbd	68.01	tbd	70.07	tbd	65.15	tbd	
4 - 431900	LEX/EDI LASR:2 Digital xDSL-Svc Disconnect	64.78	tbd	56.78	tbd	58.38	tbd	61.83	tbd	38.80	tbd	
4 - 432300	LEX/EDI LASR:2 Digital IDSL-Svc Disconnect	67.86	tbd	67.85	tbd	66.70	tbd	68.16	tbd	68.40	tbd	
4 - 432500	LEX/EDI LASR:4 Digital (1.544 mbps)-New Svc Install	51.68	tbd	53.30	tbd	60.62	tbd	62.86	tbd	62.04	tbd	
4 - 432700	LEX/EDI LASR:4 Digital (1.544 mbps)-Svc Disconnect	71.51	tbd	78.11	tbd	75.43	tbd	78.93	tbd	74.77	tbd	
4 - 432813	LEX/EDI LASR: UNE EELs VG-New Svc Install	0.00	tbd	0.00	tbd	50.00	tbd	66.67	tbd	50.00	tbd	abcde

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
4 - 432815	LEX/EDI LASR: UNE EELs VG-Svc Disconnect	38.46	tbd	50.00	tbd	37.50	tbd	22.22	tbd	35.00	tbd	
4 - 432817	LEX/EDI LASR: UNE EELs DSI-New Svc Install	29.43	tbd	46.89	tbd	47.58	tbd	49.80	tbd	57.51	tbd	
4 - 432819	LEX/EDI LASR: UNE EELs DSI-Svc Disconnect	54.41	tbd	65.53	tbd	54.01	tbd	71.01	tbd	56.78	tbd	
4 - 432900	LEX/EDI LASR: Standalone PNP-Svc Migration w/chgs	51.89	tbd	53.92	tbd	55.27	tbd	56.82	tbd	55.00	tbd	
4 - 433000	LEX/EDI LASR: PNP w/Loop-Svc Migration w/chgs	28.27	tbd	33.94	tbd	27.58	tbd	41.53	tbd	31.15	tbd	
4 - 433100	LEX/EDI LASR: UNE Platform(8db Loop w/Prt)-New Svc Install	25.84	tbd	32.85	tbd	35.54	tbd	52.29	tbd	53.81	tbd	
4 - 433200	LEX/EDI LASR: UNE Platform(8db Loop w/Prt)-Chg Activities	72.68	tbd	76.64	tbd	76.64	tbd	75.39	tbd	78.37	tbd	
4 - 433300	LEX/EDI LASR: UNE Platform(8db Loop w/Prt)-Svc Disconnect	90.88	tbd	90.88	tbd	90.82	tbd	93.22	tbd	93.75	tbd	
4 - 433400	LEX/EDI LASR: UNE Platform(8db Loop w/Prt)-Svc Migration w/chgs	86.21	tbd	86.27	tbd	86.02	tbd	76.97	tbd	83.06	tbd	
4 - 433700	LEX/EDI LASR: Hi Bandwidth Line Sharing UNE-New Svc Install	82.65	tbd	91.23	tbd	90.88	tbd	93.21	tbd	87.25	tbd	
4 - 433800	LEX/EDI LASR: Hi Bandwidth Line Sharing UNE-Svc Disconnect	51.63	tbd	54.85	tbd	61.47	tbd	63.91	tbd	65.21	tbd	
4 - 450101	LEX/EDI LASR: Resale Res POTS-New Svc Install	73.61	tbd	77.80	tbd	76.58	tbd	75.89	tbd	69.67	tbd	
4 - 450201	LEX/EDI LASR: Resale Res POTS-Chg Activities	92.56	tbd	92.04	tbd	91.53	tbd	89.98	tbd	94.21	tbd	
4 - 450401	LEX/EDI LASR: Resale Res POTS-Svc Disconnect	97.14	tbd	99.21	tbd	95.22	tbd	99.26	tbd	99.02	tbd	
4 - 450501	LEX/EDI LASR: Resale Res POTS-Svc Migration w/chgs	62.50	tbd	33.88	tbd	29.45	tbd	32.59	tbd	17.38	tbd	
4 - 450601	LEX/EDI LASR: Resale Res POTS-Svc Migration w/out chgs	84.89	tbd	90.01	tbd	83.29	tbd	66.75	tbd	75.10	tbd	
4 - 450701	LEX/EDI LASR: Resale Bus POTS-New Svc Install	38.55	tbd	35.78	tbd	47.22	tbd	28.09	tbd	31.88	tbd	
4 - 450801	LEX/EDI LASR: Resale Bus POTS-Chg Activities	70.59	tbd	78.25	tbd	68.31	tbd	78.29	tbd	85.96	tbd	
4 - 451001	LEX/EDI LASR: Resale Bus POTS-Svc Disconnect	70.89	tbd	59.49	tbd	62.47	tbd	40.76	tbd	44.54	tbd	
4 - 451101	LEX/EDI LASR: Resale Bus POTS-Svc Migration w/chgs	26.64	tbd	8.03	tbd	9.68	tbd	6.80	tbd	7.69	tbd	
4 - 451201	LEX/EDI LASR: Resale Bus POTS-Svc Migration w/out chgs	44.91	tbd	38.87	tbd	1.77	tbd	24.56	tbd	9.48	tbd	

Provisioning

5 - Percentage of Orders Jeopardized

5 - 521900	Resale Residential POTS	0.44	0.54	0.12	0.73	0.30	0.67	0.20	0.71	0.03	0.70	
5 - 522000	Resale Business POTS	0.32	0.62	0.59	1.04	0.19	0.95	0.29	1.08	0.00	0.87	
5 - 522100	Resale ISDN BRI	0.00	5.76	2.78	10.79	6.67	5.80	0.00	5.27	0.00	4.38	de

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
5 - 522200	Resale Centrex	0.00	1.15	0.57	1.90	0.00	1.69	0.89	1.98	0.00	1.94	
5 - 522900	UNE (8db and 5.5db) field wk/no field wk	2.19	2.51	0.46	2.53	0.50	2.38	0.43	2.13	0.50	2.23	
5 - 523300	UNE Loop 2w Dig IDSL capable field wk/no field wk	4.96	5.76	7.71	10.79	6.79	5.80	9.08	5.27	6.33	4.38	
5 - 523500	UNE Loop 2w Dig xDSL capable field wk/no field wk	2.06	n/a	2.40	n/a	2.49	n/a	2.24	n/a	2.12		
5 - 523700	UNE Loop 2w Dig Ln Shrg cap-conditioned-field wk/no field wk	0.00	0.00	0.93	0.00	3.64	0.00	9.09	0.00	2.22	0.00	
5 - 523900	UNE Loop 2w Dig Ln Shrg cap-nonconditioned-field wk/no field wk	0.00	0.29	0.04	0.33	0.06	0.34	0.52	1.01	0.35	1.14	
5 - 524100	UNE Loop 4w Dig 1.544 mpbs cap/HDSL field wk/no field wk	0.37	0.48	0.93	0.24	0.84	0.22	1.06	0.18	1.16	0.11	
5 - 525300	EELs DSI-New	0.19	tbd	0.52	tbd	0.00	tbd	0.23	tbd	3.31	tbd	
5 - 525900	UNE Platform Basic Port and Loop field wk/no field wk	0.00	0.62	0.01	1.04	0.01	0.95	0.02	1.03	0.02	0.87	
5 - 526300	Interconnection Trunks	4.64	10.58	3.29	30.28	4.82	22.73	3.63	15.36	1.09	24.37	
6 - Average Jeopardy Notice Interval												
6 - 640000	Whlsle Assgnmnt-Resale Res POTS	100.00	90.00		90.00	100.00	90.00	100.00	90.00	100.00	90.00	abcde
6 - 640900	Whlsle Assgnmnt-Resale ISDN BRI		90.00	100.00	90.00		90.00		90.00		90.00	abcde
6 - 641300	Whlsle Assgnmnt-UNE 2w Dig LS Loop-Non Conditioned		90.00	100.00	90.00		90.00		90.00	100.00	90.00	abcde
6 - 641600	Whlsle Assgnmnt-UNE Loop 2w Dig xDSL cap field wk/no field wk	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	abcde
6 - 641601	Whlsle Assgnmnt-UNE Loop 2w Dig IDSL cap field wk/no field wk	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	abcde
6 - 641800	Whlsle Assgnmnt-UNE Lp 2/4w (8db and 5.5db) analog field wk/no field wk	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	100.00	90.00	a
6 - 643600	Whlsle Assgnmnt-UNE Plat Basic Port and Loop field wk/no field wk	100.00	90.00	100.00	90.00		90.00	100.00	90.00	100.00	90.00	abcde
6 - 644300	Whlsle Install-Resale Res POTS	100.00	95.00	92.59	95.00	100.00	95.00	100.00	95.00	100.00	95.00	
6 - 644400	Whlsle Install-Resale Bus POTS	100.00	95.00	83.33	95.00	100.00	95.00	100.00	95.00	100.00	95.00	abcde
6 - 644500	Whlsle Install-Resale Centrex		95.00	100.00	95.00		95.00	100.00	95.00	100.00	95.00	abcde
6 - 645100	Whlsle Install-Resale ISDN BRI		95.00		95.00	100.00	95.00		95.00		95.00	abcde
6 - 645400	Whlsle Install-UNE 2w Dig LS Loop-Conditioned		95.00	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	abcde
6 - 645500	Whlsle Install-UNE 2w Dig LS Loop-Non Conditioned		95.00	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	abcde
6 - 645800	Whlsle Install-LINE Loop 2w Dig xDSL cap field wk/no field wk	100.00	95.00	100.00	95.00	98.00	95.00	100.00	95.00	100.00	95.00	

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
6 - 645801	Whsle Install-UNE Loop 2w Dig IDSL cap field wk/no field wk	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	
6 - 646000	Whsle Install-UNE Lp 2/4w (8db and 5.5db) analog field wk/no field wk	100.00	95.00	100.00	95.00	100.00	95.00	97.67	95.00	100.00	95.00	
6 - 646800	Whsle Install-UNE Ded Transport DS3 field wk/no field wk		95.00		95.00		95.00	100.00	95.00		95.00	abcde
6 - 647200	Whsle Install-EELs DSI-New	100.00	95.00	100.00	95.00		95.00	100.00	95.00	85.71	95.00	abcd
6 - 647800	Whsle Install-UNE Plat Basic Port and Loop field wk/no field wk	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	97.87	95.00	abc
6 - 648200	Whsle Install-UNE Loop 4w Dig 1.544 cap/HDSL field wk/no field wk	100.00	95.00	88.89	95.00	100.00	95.00	93.33	95.00	92.31	95.00	ab
6 - 648300	Whsle Install-UNE SubLoop 4w Dig 1.544 cap/HDSL field wk/no field wk		95.00		95.00		95.00		95.00		95.00	abcde
6 - 648500	Whsle Missd Comm-Resale Res POTS	68.33	95.00	89.58	95.00	89.29	95.00	86.96	95.00	82.05	95.00	
6 - 648600	Whsle Missd Comm-Resale Bus POTS	88.24	95.00	40.00	95.00	66.67	95.00	100.00	95.00	100.00	95.00	bcd
6 - 648700	Whsle Missd Comm-Resale Centrex		95.00	100.00	95.00		95.00	100.00	95.00		95.00	abcde
6 - 649600	Whsle Missd Comm-UNE 2w Dig LS Loop-Conditioned		95.00		95.00	100.00	95.00		95.00	100.00	95.00	abcde
6 - 649700	Whsle Missd Comm-UNE 2w Dig LS Loop-Non Conditioned	100.00	95.00	100.00	95.00	90.00	95.00	83.33	95.00	100.00	95.00	ab de
6 - 650000	Whsle Missd Comm-UNE Loop 2w Dig xDSL cap field wk/no field wk	100.00	95.00	71.43	95.00	90.00	95.00	87.50	95.00	100.00	95.00	b d
6 - 650001	Whsle Missd Comm-UNE Loop 2w Dig IDSL cap field wk/no field wk	89.29	95.00	84.38	95.00	100.00	95.00	75.00	95.00	85.71	95.00	
6 - 650200	Whsle Missd Comm-UNE Lp 2/4w (8db and 5.5db) analog field wk/no field wk	95.00	95.00	77.27	95.00	96.43	95.00	89.74	95.00	89.13	95.00	
6 - 651000	Whsle Missd Comm-UNE Ded Transport DS3 field wk/no field wk		95.00		95.00		95.00	100.00	95.00		95.00	abcde
6 - 651400	Whsle Missd Comm-EELs DSI-New	66.67	95.00		95.00		95.00	100.00	95.00		95.00	abcde
6 - 652000	Whsle Missd Comm-UNE Plat Basic Port and Loop field wk/no field wk	57.14	95.00	60.00	95.00	80.00	95.00	60.66	95.00	63.78	95.00	a
6 - 652400	Whsle Missd Comm-UNE Loop 4w Dig 1.544 cap/HDSL field wk/no field wk	75.00	95.00	100.00	95.00	80.00	95.00	100.00	95.00	100.00	95.00	abcde
7 - Average Completed Interval												
7	Interconnection Trunks	22.71	29.57	19.26	28.21	22.07	21.71	18.97	32.41	19.20	42.75	

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
7	Resale Business POTS field work	1.47	2.29	1.25	2.38	1.08	2.39	1.48	2.19	2.19	2.15	
7	Resale Business POTS no field work	0.46	0.73	0.75	1.00	0.57	0.84	0.35	0.83	0.55	0.73	
7	Resale Centrex field work	4.43	5.01	5.13	4.52	4.56	4.30	4.38	4.31	3.00	4.19	a e
7	Resale Centrex no field work	1.00	2.87	3.20	3.09	2.69	1.45	1.42	1.58	1.08	1.68	
7	Resale ISDN BRI field work		9.56	14.33	9.88	7.00	9.45		8.76		9.24	a cde
7	Resale ISDN BRI no field work		2.99	15.00	3.19		4.81		2.46		1.88	abcde
7	Resale PBX field work		8.68		7.18		6.17		7.99	1.33	6.58	abcde
7	Resale PBX no field work		7.58		6.36		4.65		5.99	1.00	5.04	abcde
7	Resale Residential POTS field work	0.76	1.59	0.73	1.59	0.83	1.51	0.80	1.67	0.68	1.44	
7	Resale Residential POTS no field work	0.16	0.54	0.13	0.65	0.14	0.62	0.10	0.74	0.07	0.69	
7	Resale VGPL/DS0 field work		13.04	6.00	10.20	3.00	12.92		10.67		9.87	abcde
7	UNE Dark Fiber	30.00	tbd		tbd		tbd	29.00	tbd		tbd	abcde
7	UNE Dedicated Transport - DS1- Field Work/No field work	9.00	12.07	8.00	10.95		11.49	9.29	11.95	7.00	12.45	abcde
7	UNE EELs DS1 - New	6.71	tbd	6.28	tbd	6.62	tbd	6.68	tbd	6.62	tbd	
7	UNE EELs Voice Grade - Conversion		tbd		tbd	3.00	tbd	3.00	tbd		tbd	abcde
7	UNE Loop 2/4 wire analog 8db and 5.5db loop	2.72	2.29	2.78	2.38							
7	UNE Loop 2/4 wire analog 8db and 5.5db loop with LNP					99.85	95.00	99.91	95.00	100.00	95.00	
7	UNE Loop 2/4 wire analog 8db and 5.5db loop without LNP					1.71	2.04	1.70	2.00	1.57	1.84	
7	UNE Loop 2 wire Digital IDSL capable	7.74	9.99	7.83	10.21	7.46	10.30	7.69	9.94	7.15	9.51	
7	UNE Loop 2 wire Digital IDSL capable	5.00	9.99	1.00	10.21		10.30		9.94	5.00	9.51	abcde
7	UNE Loop 2 wire Digital Line Sharing - Conditioned	9.70	10.00	10.00	14.20	10.23	15.25	10.00	10.00	8.94	10.00	d
7	UNE Loop 2 wire Digital Line Sharing - Non Conditioned	3.02	3.18	3.15	3.02	3.05	3.01	3.02	3.02	3.00	3.03	
7	UNE Loop 2 wire Digital xDSL capable - Conditioned	9.71	n/a	10.00	n/a	10.06	n/a	7.78	n/a	100.00	95.00	d
7	UNE Loop 2 wire Digital xDSL capable - Non Conditioned	6.31	n/a	6.19	n/a	6.33	n/a	6.51	n/a	99.49	95.00	
7	UNE Loop 4 wire Digital 1.544 mbpd capable/HDSL	6.51	12.07	6.57	10.95	6.56	11.49	6.66	11.95	6.77	12.45	
7	UNE Platform - Basic Port and (8db and 5.5db) Basic Loop - Field Work/No Field Work	0.26	1.25	0.23	1.38	0.26	1.32	0.24	1.24	0.15	1.18	
7	UNE Platform Special Port/8db and 5.5db Loop - field work/no field work		8.28	5.00	6.55	12.00	5.86	3.00	8.42	5.50	5.35	abcde
8 - Percent Completed within Standard Interval												
8	Interconnection Trunks	98.10	75.68	95.91	76.92	96.99	55.00	99.48	96.51	98.69	89.29	

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Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
8	Resale Centrex	100.00	96.57	98.44	96.91	100.00	96.91	95.65	97.08	100.00	96.53	
8	Resale ISDN BRI		96.13	100.00	96.41	100.00	93.76		92.99		78.73	a cde
8	Resale PBX		96.63	100.00	88.90		91.59	100.00	90.74	100.00	87.42	abcde
8	Resale VGPL/DS0		88.57	100.00	96.08	100.00	77.78		84.62		90.48	abcde
8	UNE Dark Fiber	100.00	tbd		tbd		tbd	100.00	tbd		tbd	abcde
8	UNE Dedicated Transport DSL	100.00	90.81	100.00	95.88	100.00	94.14	100.00	94.40	100.00	95.89	abcde
8	UNE EELs DSL - New	97.34	tbd	100.00	tbd	100.00	tbd	100.00	tbd	95.52	tbd	
8	UNE EELs Voice Grade - Conversion	100.00	tbd		tbd	100.00	tbd	100.00	tbd	100.00	tbd	abcde
8	UNE Loop 2 wire Digital ISDL capable	96.40	94.30	95.58	94.09	96.16	94.51	96.72	95.70	97.45	95.61	
8	UNE Loop 2 wire Digital ISDN capable	100.00	94.30	100.00	94.09		94.51		95.70	100.00	95.61	abcde
8	UNE Loop 2 wire Digital Line Sharing - Conditioned	100.00	100.00	100.00	80.00	95.45	75.00	100.00	100.00	100.00	100.00	d
8	UNE Loop 2 wire Digital Line Sharing - Non Conditioned	99.91	97.90	99.98	99.43	99.82	99.40	99.74	99.34	99.89	99.29	
8	UNE Loop 2 wire Digital xDSL capable - Conditioned	100.00	n/a	100.00	n/a	97.22	n/a	100.00	n/a	90.00	95.00	d
8	UNE Loop 2 wire Digital xDSL capable - Non Conditioned	99.23	n/a	99.55	n/a	99.22	n/a	99.66	n/a	99.49	95.00	
8	UNE Loop 4 wire Digital 1.544 mbpd capable/HDSL	97.08	90.81	98.12	95.88	98.92	94.14	97.33	94.40	97.52	95.89	
8	UNE Platform Special Port and Basic Loop		97.02	100.00	90.95	100.00	93.04	100.00	90.72	100.00	90.48	abcde
9 - Coordinated Customer Conversion												
9 - 990400	Bus	99.50	81.19	99.24	76.20	100.00	78.14	99.89	75.87	98.91	74.62	
9 - 990500	Port Out	100.00	78.79	100.00	78.95	100.00	18.60	100.00	88.46	100.00	75.00	
9a - Frame Due Time (FDT) Conversions) as a Percentage on Time)												
9a - 4590000	Basic Lps	95.72	95.00	98.17	95.00	98.70	95.00	95.99	95.00	98.32	95.00	
9a - 4590100	Basic Lps w/LNP	98.56	95.00	99.02	95.00	98.17	95.00	96.99	95.00	96.46	95.00	
9a - 4590200	LNP only	99.99	95.00	100.00	95.00	99.99	95.00	99.99	95.00	100.00	95.00	
10 - LNP Network Provisioning												
10 - 1090101	Whsle PNP Ntwk Prov Fail	0.00	0.25	0.01	0.25	0.02	0.25	0.01	0.25	0.01	0.25	
11 - Percent of Due Dates Missed												
11	Interconnection Trunks	0.61	10.16	0.39	10.84	0.64	8.23	0.62	37.92	0.61	12.53	
11	Resale Business POTS field work	4.65	4.74	4.30	5.18	2.60	4.54	0.95	4.06	3.80	4.35	
11	Resale Business POTS no field work	0.10	0.22	0.34	0.80	0.17	0.36	0.12	0.46	0.00	0.44	
11	Resale Centrex field work	0.00	4.11	1.03	3.37	1.64	2.85	1.96	3.61	0.00	3.59	
11	Resale Centrex no field work	0.00	0.87	0.00	0.91	1.02	0.56	2.00	0.64	0.00	1.02	
11	Resale ISDN BRI field work	0.00	6.09	4.17	11.53	0.00	6.23	0.00	4.20	0.00	5.21	a cde
11	Resale Residential POTS field work	1.55	5.01	1.83	5.38	1.08	5.03	1.63	4.41	1.07	4.57	

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
11	Resale Residential POTS no field work	0.11	0.12	0.08	0.19	0.03	0.14	0.04	0.16	0.02	0.17	
11	UNE EELs DSI - New	1.02	tbd	0.00	tbd	0.43	tbd	0.61	tbd	2.61	tbd	
11	UNE Loop 2 wire Digital Line Sharing - Conditioned	4.17	0.00	0.00	23.08	4.17	0.00	0.00	20.00	0.00	0.00	d
11	UNE Loop 2 wire Digital Line Sharing - Non Conditioned	0.15	1.31	0.02	1.08	0.15	0.89	0.20	0.83	0.12	0.83	
11	UNE Loop 2 wire Digital ISDL capable	3.74	5.29	4.73	9.66	4.37	6.05	3.96	4.29	2.91	5.53	
11	UNE Loop 2 wire Digital ISDN capable	0.00	5.29	0.00	9.66	0.00	6.05		4.29	0.00	5.53	abcde
11	UNE Loop 2 wire Digital xDSL capable	0.94	n/a	0.50	n/a	0.78	n/a	0.30	n/a	0.53	5.00	
11	UNE Loop 2/4 wire analog 8db and 5.5db loop	0.23	4.74	0.32	5.18	0.17	4.56	0.38	4.06	0.37	4.36	
11	UNE Loop 4 wire Digital 1.544 mbpd capable/HDSL	1.98	5.58	1.56	2.65	1.34	1.67	1.98	4.02	1.96	3.13	
11	UNE Platform - Basic Port and (8db and 5.5db) Basic Loop - Field Work/No Field Work	0.11	1.99	0.03	2.22	0.03	1.90	0.04	1.76	0.05	1.91	
12 - Percent Due Dates Missed Due to Lack of Facilities												
12	Interconnection Trunks	0.00	0.41	0.26	1.40	0.00	0.00	0.16	0.19	0.00	0.25	
12	Resale Business POTS field work	4.65	3.01	0.00	3.18	2.60	2.95	0.95	2.60	3.80	2.58	
12	Resale Business POTS no field work	0.00	0.06	0.08	0.35	0.00	0.12	0.00	0.17	0.00	0.13	
12	Resale Centrex field work	0.00	2.51	1.03	2.25	0.00	1.70	1.96	2.40	0.00	1.91	
12	Resale Residential POTS field work	0.80	3.28	1.56	3.48	0.83	3.25	1.18	2.88	0.68	2.82	
12	Resale Residential POTS no field work	0.01	0.02	0.02	0.07	0.01	0.02	0.00	0.04	0.00	0.03	
12	UNE EELs DSI - New	1.28	tbd	0.00	tbd	0.43	tbd	0.00	tbd	1.74	tbd	
12	UNE Loop 2 wire Digital ISDL capable	3.59	3.73	4.35	5.46	4.05	3.35	2.94	2.93	2.26	3.66	
12	UNE Loop 2 wire Digital Line Sharing - Conditioned	4.17	0.00	0.00	7.69	4.17	0.00	0.00	0.00	0.00	0.00	d
12	UNE Loop 2 wire Digital Line Sharing - Non Conditioned	0.15	0.89	0.02	0.73	0.11	0.50	0.17	0.57	0.10	0.62	
12	UNE Loop 2 wire Digital xDSL capable	0.83	n/a	0.50	n/a	0.72	n/a	0.30	n/a	0.42	5.00	
12	UNE Loop 2/4 wire analog 8db and 5.5db loop	0.21	3.01	0.26	3.18	0.17	2.96	0.37	2.61	0.35	2.59	
12	UNE Loop 4 wire Digital 1.544 mbpd capable/HDSL	0.76	0.23	0.94	0.60	1.07	0.28	1.58	0.60	0.98	0.72	
12	UNE Platform - Basic Port and (8db and 5.5db) Basic Loop - Field Work/No Field Work	0.00	1.22	0.00	1.26	0.00	1.17	0.01	1.05	0.02	1.05	
13 - Delay Order Interval to Completion Date												
13 - 1394200	Resale Res POTS 1-30 Days	3.50	5.23	4.00	5.08	3.82	5.44	2.17	4.98	10.40	5.49	e
13 - 1394300	Resale Res POTS 31-90 Days	43.00	47.92		46.52		46.31		43.78		44.65	abcde
13 - 1394500	Resale Bus POTS 1-30 Days	4.67	7.04	2.00	6.42	2.50	7.71	6.00	7.00	7.33	6.56	abcde
13 - 1395100	Resale CTX 1-30 Days		9.03	2.00	10.22		6.78	4.00	8.52		6.63	abcde
13 - 1395901	UNE 2 w Dig Line Sharing Cond 1-30 Days	7.00	n/a		n/a	7.00	n/a		n/a		n/a	abcde
13 - 1395904	UNE 2 w Dig Line Sharing Non Cond 1-30 Days	5.25	8.38	11.00	7.93	7.00	4.82	4.86	4.78	3.20	6.23	abcde

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
13 - 1397701	UNE lp 8db and 5.5db 2/4 w 1-30 Days	7.59	7.00	9.60	6.15	4.17	7.50	6.75	7.01	5.08	6.56	
13 - 1397702	UNE lp 8db and 5.5db 2/4 w 31-90 Days	65.50	48.46		48.23		50.49		41.53		40.67	abcde
13 - 1398100	UNE lp 2 w Dig xDSL cap 1-30 Days	6.82	n/a	11.67	n/a	6.30	n/a	7.20	n/a			b d
13 - 1398200	UNE lp 2 w Dig xDSL cap 31-90 Days	44.00	n/a	68.00	n/a		n/a		n/a			abcd
13 - 1398301	UNE lp 2 w Dig DSL cap 1-30 Days	7.57	7.53	8.27	11.33	7.19	9.23	10.41	9.73	10.79	9.75	
13 - 1398302	UNE lp 2 w Dig DSL cap 31-90 Days	37.00	39.67		60.38		35.00		33.67	32.00	49.00	abcde
13 - 1398310	UNE Loop 2 wire Digital xDSL capable									9.17	14.00	e
13 - 1398400	UNE lp 4 w Dig 1.544 mbpd cap/HDSL 1-30 Days	4.20	18.00	4.50	10.80	9.25	8.33	4.82	17.80	8.75	9.50	abc e
13 - 1398500	UNE lp 4 w Dig 1.544 mbpd cap/HDSL 31-90 Days		n/a		n/a		n/a	31.00	51.33	49.50	59.00	abcde
13 - 1398910	UNE EELs DS1 New 1-30 Days	3.60	tbd		tbd	3.00	tbd		tbd	3.50	tbd	abcde
13 - 1399000	UNE Plat Basic Port and Lp 1-30 Days	2.00	7.04	5.00	6.42	6.00	7.71	4.67	7.00	3.40	6.56	abcd
13 - 1399100	UNE Plat Basic Port and Lp 31-90 Days		48.24	32.00	48.08		50.11		41.95		41.76	abcde
13 - 1399300	Int Connet Trnks 1-30 Days		1.00	1.00	9.75		n/a	1.00	7.88		7.00	abcde
14 - Held Order Interval												
14 - 1491400	Resale Res POTS	10.00	24.69	2.00	18.25		24.74	6.13	18.92	82.00	32.50	abcde
14 - 1491500	Resale Bus POTS		28.84		20.18		29.49	11.00	26.45	4.00	38.65	abcde
14 - 1491600	Resale ISDN BRI	1.00	48.89		60.94		13.75		28.13		19.56	abcde
14 - 1491700	Resale CTX		26.62	2.00	27.45		38.54		30.57		40.11	abcde
14 - 1492401	UNE lp 8db and 5.5db 2/4 w anlg	7.00	20.59	2.00	16.21	3.33	20.69	6.00	21.36	7.33	34.08	abcde
14 - 1492600	UNE lp 2 w Dig xDSL cap	65.00	n/a		n/a	40.00	n/a	8.00	n/a	9.80	14.00	abcde
14 - 1492602	UNE lp 2 w Dig DSL cap	9.00	20.64	10.00	21.63	4.00	9.27	5.00	11.25	7.00	13.55	abcde
14 - 1492700	UNE lp 4 w Dig 1.544 mbps cap/HDSL	9.00	24.33	12.50	13.24	2.00	62.18	12.33	19.07	14.00	24.28	abcde
14 - 1493301	UNE Ded Trnspt DS1		24.33		13.24		62.18	8.00	19.07		24.28	abcde
14 - 1493307	UNE EELs DS1-New	64.00	tbd	5.00	tbd		tbd		tbd	4.50	tbd	abcde
14 - 1493400	UNE Basic Port and Lp	20.00	28.84	3.20	20.18	5.00	29.49	6.17	26.45	9.38	38.65	abcd
14 - 1493500	Int Connet Trnks	97.00	542.85	104.00	504.59	5.00	205.80		207.32		149.36	abcde
14 - 1493602	UNE lp 2 w Dig Line Sharing-Non Conditioned		10.82	9.00	5.76	1.00	7.71		8.46	6.00	10.59	abcde
15 - Provisioning Trouble Reports												
15 - 1590800	Resale Out of Svc	0.01	0.06	0.01	0.06	0.02	0.06	0.02	0.07	0.02	0.07	
15 - 1590900	Resale Svc Affctng	0.02	0.08	0.02	0.09	0.01	0.08	0.01	0.08	0.00	0.07	
15 - 1591110	UNE lp Out of Svc	0.06	0.06	0.06	0.06	0.06	0.06	0.24	0.07	0.14	0.07	
15 - 1591120	UNE lp Svc Affctng	0.17	0.08	0.15	0.09	0.13	0.08	0.16	0.08	0.06	0.07	
15 - 1591501	LNP Out of Svc	0.16	1.00	0.20	1.00	0.14	1.00	0.19	1.00	0.13	1.00	
15 - 1591502	LNP Svc Affctng	0.23	1.00	0.17	1.00	0.15	1.00	0.13	1.00	0.12	1.00	

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
15a - Average Time to Restore Provisioning Troubles												
15a - 4690800	Resale OOS	7.00	10.33	6.22	12.63	1.59	12.26	8.57	12.01	24.65	18.07	abcde
15a - 4690900	Resale Svc Aff	9.49	6.56	2.86	9.43	1.08	10.78		7.00		13.50	abcde
15a - 4691110	UNE Loop OOS	6.82	10.33	29.69	12.63	12.28	12.26	3.27	12.01	1.81	18.07	abc
15a - 4691120	UNE Loop Svc Aff	4.88	6.56	6.64	9.43	5.09	10.78	1.80	7.00	1.82	13.50	
15a - 4691400	LNP Port Out OOS	23.04	4.00	20.45	4.00	15.03	4.00	15.98	4.00	22.73	4.00	
15a - 4691500	LNP Port Out Svc Aff	6.55	4.00	16.84	4.00	17.25	4.00	13.81	4.00	7.84	4.00	
15a - 4691501	Loop 2w DLS OOS					0.23	3.32		8.40		n/a	cde
15a - 4691503	UNE Platform OOS						8.47		9.84	14.39	18.75	cde
15a - 4691504	UNE Platform Svc Aff						6.87		10.17	6.90	14.29	cde
16 - Percent Troubles in 30 days for New Orders (Specials)												
16	Interconnection Trunks	0.81	75.61	0.91	28.67	2.03	18.93	1.54	45.28	3.67	18.80	
16	Resale Centrex	21.37	5.00	7.51	4.64	5.91	4.92	6.80	4.60	10.26	5.19	
16	Resale ISDN BRI	0.00	3.03	2.70	3.79	7.69	2.28	22.22	3.88	0.00	4.18	de
16	Resale VGPL/DS0		32.79	0.00	9.09	50.00	17.91		9.64		12.50	abcde
16	UNE Dedicated Transport - DS1	8.33	8.71	11.11	14.46	0.00	9.40	17.86	10.27	7.41	10.46	bc
16	UNE Dedicated Transport - DS3	0.00	4.00	8.11	4.35	4.55	0.00	12.90	0.00	6.10	2.08	
16	UNE EELs - DS1	4.60	tbd	10.36	tbd	7.69	tbd	3.98	tbd	4.35	tbd	
16	UNE EELs - Voice Grade	0.00	tbd	0.00	tbd	10.00	tbd	0.00	tbd	0.00	tbd	ab e
16	UNE Loop 2 wire Digital Line Sharing	2.01	2.22	2.48	2.09	2.65	1.88	2.61	1.59	2.08	1.87	
16	UNE Loop 2 wire Digital xDSL capable	6.24	n/a	5.51	n/a	6.09	n/a	5.10	n/a	5.39	8.00	
16	UNE Loop 4 wire Digital 1.544 mbpd capable/HDSL	9.12	5.09	8.15	9.28	9.48	6.15	10.54	11.35	11.76	12.21	
16	UNE Platform Special Port/8db and 5.5db Loop	50.00	0.49	0.00	0.72	0.00	0.51	0.00	0.43	0.00	0.28	abcde
17 - Percent Troubles in 7 (10) days for New Orders (Non-Specials)												
17 - 1790700	Resale Res POTS	0.76	0.99	1.35	1.45	1.28	1.87	1.40	1.94	1.42	2.03	
17 - 1790800	Resale Bus POTS	0.80	1.01	0.86	1.50	0.52	1.96	2.04	1.93	0.86	2.22	
17 - 1791100	UNE Lp 2/4w 8db and 5.5db	1.54	1.19	2.29	2.92	2.71	2.51	2.40	2.40	2.95	4.63	
17 - 1791300	UNE Lp 2/4w 8db and 5.5db FDT	0.59	tbd	0.81	tbd	0.88	tbd	1.09	tbd	1.00	tbd	
17 - 1791400	UNE Lp 2/4w 8db and 5.5db TBCC	0.82	tbd	1.79	tbd	2.55	tbd	2.20	tbd	2.64	tbd	
17 - 1791600	UNE Plat Basic Port and Loop	0.17	1.01	0.40	1.50	0.41	1.96	0.45	1.93	0.67	2.22	
17 - 1791700	LNP	0.02	1.00	0.10	1.00	0.08	1.00	0.01	1.00	0.14	1.00	
18 - Completion Notice Interval												
18 - 1800101	Elec LEX/EDI LASR	99.90	95.00	99.94	95.00	99.98	95.00	99.34	95.00	99.97	95.00	

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		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
18 - 1800401	Elec Fallout LEX/EDI LASR	87.64	95.00	92.76	95.00	96.95	95.00	97.80	95.00	94.93	95.00	
18 - 1800502	Fallout Level LEX/EDI LASR	0.88	5.00	0.31	5.00	0.46	5.00	0.35	5.00	0.16	5.00	
18 - 1800700	% w/in 24 hrs All Othr Int CESAR	97.52	90.00	96.30	90.00	91.67	90.00	96.30	90.00	93.06	90.00	
18 - 1800800	% w/in 24 hrs All Othr Int LTD	98.73	90.00	99.54	90.00	99.39	90.00	99.65	90.00	99.78	90.00	
18 - 1800900	% w/in 24 hrs All Othr Int EXACT	99.50	90.00	97.21	90.00	99.50	90.00	99.19	90.00	99.75	90.00	
Maintenance												
19 - Customer Trouble Report Rate												
19 - 1991600	Resale Res POTS	0.80	0.95	0.79	0.90	0.95	0.96	0.92	0.93	0.82	0.89	
19 - 1991700	Resale Bus POTS	0.26	0.48	0.25	0.44	0.29	0.48	0.28	0.47	0.27	0.47	
19 - 1991800	Resale ISDN BRI	0.34	1.07	0.65	1.19	0.97	1.14	0.82	1.07	0.17	0.96	
19 - 1991900	Resale CTX	0.65	0.30	0.45	0.28	0.47	0.28	0.34	0.29	0.44	0.26	
19 - 1992000	Resale PBX	0.10	0.13	0.05	0.12	0.05	0.14	0.08	0.12	0.11	0.10	
19 - 1992200	Resale DS1	0.00	3.77	2.22	3.28	2.27	3.44	0.00	3.79	0.00	3.29	
19 - 1992400	Resale VGPL/DS0	0.00	1.11	0.00	0.92	14.29	1.12	0.00	0.88	0.00	1.05	abcde
19 - 1992603	UNE lp 8db and 5.5db 2/4 w	0.36	0.44	0.33	0.40	0.34	0.47	0.35	0.44	0.35	0.44	
19 - 1992702	UNE lp 2 w Dig ISDN cap	0.25	0.34	0.19	0.42	0.47	0.42	0.23	0.91	0.35	0.86	
19 - 1992801	UNE lp 2 w Dig xDSL cap	0.81	0.00	0.76	0.00	0.87	0.00	0.76	0.00	0.73	2.00	
19 - 1992910	UNE lp 4 w Dig 1.544 mbps cap/HDSL	2.80	3.35	2.80	2.84	2.49	2.90	2.84	3.25	2.57	3.17	
19 - 1993501	UNE Ded Trnspt DS1	1.78	3.77	1.14	3.28	0.96	3.44	1.13	3.79	0.82	3.29	
19 - 1993502	UNE Ded Trnspt DS3	0.16	2.31	0.32	2.53	0.39	1.33	1.01	1.87	0.46	1.34	
19 - 1993505	UNE EELs Voice Grade	0.26	tbd	0.34	tbd	0.42	tbd	0.17	tbd	0.43	tbd	
19 - 1993506	UNE EELs DS1	1.81	tbd	2.18	tbd	2.35	tbd	2.19	tbd	2.14	tbd	
19 - 1993600	Plat Basic Port and Lp	0.51	0.48	0.53	0.44	0.59	0.48	0.62	0.47	0.71	0.47	
19 - 1993700	Int Connet Trnks	0.01	0.04	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	
19 - 1994100	UNE lp 2 w Dig Line Sharing	0.44	0.52	0.51	0.47	0.59	0.38	0.46	0.35	0.69	0.42	
20 - Percent of Customer Trouble not Resolved within Estimated Time												
20 - 2093100	Resale Res POTS disptchd	4.63	7.37	4.23	8.07	4.55	7.85	3.46	7.38	3.32	6.82	
20 - 2093200	Resale Res POTS not disptchd	1.64	1.12	1.61	1.55	0.00	1.21	8.70	0.84	2.44	1.29	
20 - 2093300	Resale Bus POTS disptchd	5.93	7.76	7.14	8.36	6.35	8.74	11.38	8.92	5.94	8.11	
20 - 2093400	Resale Bus POTS not disptchd	6.45	4.14	0.00	2.14	3.23	2.78	0.00	2.25	0.00	2.65	
20 - 2093500	Resale ISDN BRI disptchd		25.09	0.00	20.79	100.00	27.06	33.33	28.99		21.69	abcde
20 - 2093600	Resale ISDN BRI not disptchd	0.00	3.59	0.00	9.45	20.00	8.69	0.00	7.61	0.00	11.13	abcde
20 - 2093700	Resale CTX disptchd	5.00	7.03	4.35	8.64	18.52	9.80	13.33	9.54	3.57	9.07	
20 - 2093800	Resale CTX not disptchd	0.00	4.65	11.11	4.67	0.00	4.52	0.00	4.64	7.14	3.92	d

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
20 - 2093900	Resale PBX disptchd	0.00	17.79	0.00	16.19	0.00	17.43	33.33	13.13	0.00	19.70	abcde
20 - 2094700	Resale VGPL/DS0 disptchd		78.46		80.70	100.00	79.56		81.75		72.41	abcde
20 - 2095201	UNE lp 8db and 5.5db	5.93	7.69	7.51	8.27	8.89	8.49	9.19	8.62	8.62	7.98	
20 - 2095401	UNE lp 2 w Dig ISDN cap	0.00	25.45	33.33	20.36	16.67	26.22	50.00	11.62	33.33	26.19	abcde
20 - 2095601	UNE lp 2 w Dig xDSL cap	12.05	n/a	13.09	n/a	16.98	n/a	18.52	n/a	14.70	13.89	
20 - 2095801	UNE lp 4 w Dig 1.544 mbps cap/HDSL	39.16	32.40	34.55	29.99	34.84	30.86	35.96	30.18	38.80	26.85	
20 - 2097001	UNE Ded Transpt DS1	38.64	30.32	32.14	27.46	52.17	28.89	40.74	27.90	36.84	26.56	
20 - 2097002	UNE Ded Transpt DS3	25.00	11.11	0.00	30.00	0.00	6.25	11.54	8.70	41.67	5.88	ab
20 - 2097005	UNE EELs Voice Grade	66.67	tbd	75.00	tbd	60.00	tbd	0.00	tbd	0.00	tbd	abcde
20 - 2097006	UNE EELs DS1	36.05	tbd	32.77	tbd	25.76	tbd	29.73	tbd	40.66	tbd	
20 - 2097201	UNE Pltform Basic Port and Loop	6.63	7.37	8.10	7.69	9.63	8.17	10.21	8.25	6.87	7.56	
20 - 2097202	UNE Pltform Spcl Port and Loop	0.00	36.11		30.00		40.41		36.84		37.19	abcde
20 - 2097300	Int Connct Trnks	9.78	10.28	10.87	7.76	10.97	8.14	18.25	8.41	9.56	6.31	
20 - 2097401	PNP (port out)	0.08	1.00	0.00	1.00	0.00	1.00	0.14	1.00	0.11	1.00	cde
20 - 2097801	UNE Line Sharing lp 2w Dig xDSL	8.91	13.46	7.32	19.14	10.77	21.56	12.13	19.04	13.08	13.89	
21 - Average Time to Restore												
21 - 2192900	Resale Res POTS disptchd	11.36	16.40	12.72	17.90	14.55	17.88	14.31	17.14	12.40	17.80	
21 - 2193000	Resale Res POTS not disptchd	1.28	2.52	1.12	2.71	1.24	2.83	2.09	2.33	1.97	2.95	
21 - 2193100	Resale Bus POTS disptchd	7.11	8.31	7.21	8.52	7.21	8.52	7.36	8.31	6.42	8.22	
21 - 2193200	Resale Bus POTS not disptchd	2.22	2.18	0.53	1.74	1.55	1.83	1.12	1.74	1.03	1.98	
21 - 2193300	Resale ISDN BRI disptchd		20.63	3.28	17.98	28.17	22.27	23.44	20.35		18.74	abcde
21 - 2193400	Resale ISDN BRI not disptchd	2.43	2.58	0.54	3.09	5.58	3.79	2.89	2.86	2.00	3.83	abcde
21 - 2193500	Resale CTX disptchd	7.64	7.51	7.79	7.93	7.45	8.49	5.70	7.84	5.65	7.96	
21 - 2193600	Stwde Resale CTX not disptchd	1.69	2.28	4.49	2.70	0.91	2.54	1.59	2.46	4.14	2.93	d
21 - 2193700	Resale PBX disptchd	3.82	12.21	4.38	13.33	0.82	9.03	14.83	10.25	3.20	9.98	abcde
21 - 2193800	Resale PBX not disptchd		4.03		4.09	0.75	3.97		5.15		3.27	abcde
21 - 2194100	Resale DDS disptchd		8.86		8.98		7.04		7.41	0.83	6.94	abcde
21 - 2194400	Resale DS1 not disptchd		2.35	0.10	1.69	0.02	1.77		1.77		1.54	abcde
21 - 2194700	Resale VGPL/DS0 disptchd		13.11		11.07	10.88	11.50		13.06		10.58	abcde
21 - 2195401	UNE lp 8db and 5.5db 2/4 w	7.40	8.24	8.15	8.41	6.95	8.13	6.59	8.01	6.32	7.92	
21 - 2195601	UNE lp 2 w Dig ISDN cap	9.07	20.27	24.56	16.72	11.16	20.72		8.49	24.40	14.93	abcde
21 - 2195801	UNE lp 2 w Dig xDSL cap	11.18	n/a	13.27	n/a	11.78	n/a	11.25	n/a	12.32	12.50	
21 - 2196001	UNE lp 4 w Dig 1.544 mbps cap/HDSL	4.29	3.77	4.13	3.44	3.72	3.58	3.96	3.49	4.28	3.14	
21 - 2197201	UNE Ded Transpt DS1	5.21	3.66	3.37	3.24	5.96	3.39	3.27	3.39	5.13	3.12	

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Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
21 - 2197202	UNE Ded Transpt DS3	2.43	2.11	0.90	3.41	1.60	1.01	1.54	1.62	3.48	1.20	ab
21 - 2197205	Stwde UNE EELs Voice Grade	21.91	tbd	5.50	tbd	26.98	tbd	9.29	tbd	8.13	tbd	abcde
21 - 2197206	UNE EELs DS1	4.06	tbd	3.66	tbd	3.10	tbd	3.18	tbd	3.99	tbd	
21 - 2197401	UNE Pltform Basic Port and Loop	7.62	7.58	8.12	7.72	9.37	7.81	7.58	7.59	9.11	7.52	
21 - 2197402	UNE Pltform Spcl Port and Loop	1.53	7.48		5.18		5.32		7.03		5.66	abcde
21 - 2197500	Int Connet Trnks	5.62	8.27	5.49	10.52	7.14	11.41	10.22	7.10	5.85	7.50	
21 - 2197601	PNP (port out)	2.18	4.00	0.68	4.00	1.55	4.00	3.73	4.00	0.43	4.00	
21 - 2197800	NXX Code Open not disptchd		1.13	1.38	1.06	1.17	1.19		2.10		1.19	abcde
21 - 2198001	UNE Line Sharing lp 2w Dig xDSL	14.79	9.56	14.00	11.98	10.17	14.47	9.87	12.83	10.71	12.50	
22 - POTS Out-of-Service Less Than 24 Hours												
22 - 2290300	Resale Bus POTS	96.74	94.52	96.81	95.34	97.06	94.47	98.84	95.14	100.00	95.46	
22 - 2290400	Resale Res POTS	92.75	86.58	89.01	85.72	88.23	85.60	86.95	86.71	90.42	88.30	
22 - 2290501	UNE lp 2/4 w 8db and 5.5db analog	95.99	94.41	96.90	95.18	97.45	94.45	97.99	95.11	97.55	95.44	
22 - 2290700	UNE Platform	96.19	94.52	96.62	95.34	96.23	94.47	97.11	95.14	98.04	95.46	
23 - Frequency of Repeat Troubles in 30-day Period												
23 - 2391600	Resale Res POTS	6.63	8.99	6.75	8.70	7.81	9.46	5.48	8.63	7.07	8.19	
23 - 2391700	Resale Bus POTS	6.71	7.77	9.79	7.99	5.03	8.40	4.23	7.51	11.63	7.18	
23 - 2391800	Resale ISDN BRI	0.00	20.27	0.00	17.60	16.67	21.54	20.00	18.56	0.00	20.39	abcde
23 - 2391900	Resale CTX	6.90	8.16	7.32	8.28	13.33	10.07	11.11	7.67	11.36	7.44	
23 - 2392000	Resale PBX	25.00	11.67	0.00	9.85	0.00	10.50	33.33	9.81	0.00	10.68	abcde
23 - 2392601	UNE Loop 8db and 5.5db 2/4 w	10.09	7.87	9.71	8.03	9.43	8.49	9.96	8.01	8.39	7.15	
23 - 2392701	UNE Loop 2 wire Digital ISDN Capable	0.00	21.55	33.33	21.35	0.00	28.61	0.00	18.74	0.00	20.32	abcde
23 - 2392801	UNE Loop 2 wire Digital XDSL Capable	18.62	n/a	19.29	n/a	20.45	n/a	21.60	n/a	16.69	12.09	
23 - 2392901	UNE Loop 4 wire Digital 1.544 mbps capable/HDSL	23.57	21.45	24.00	22.43	20.21	23.70	23.68	24.59	28.71	23.55	
23 - 2393501	UNE Ded Trnsprt DS1	20.45	21.04	46.43	22.01	26.09	22.44	25.93	24.15	26.32	23.39	
23 - 2393502	UNE Ded Trnsprt DS3	0.00	14.81	12.50	13.33	10.00	31.25	7.69	13.04	25.00	23.53	ab
23 - 2393505	UNE EELs Voice Grade	0.00	tbd	0.00	tbd	0.00	tbd	0.00	tbd	40.00	tbd	abcde
23 - 2393506	UNE EELs DS1	20.41	tbd	22.03	tbd	19.19	tbd	21.62	tbd	20.33	tbd	
23 - 2393600	UNE Plat Basic port and loop	6.90	7.77	9.35	7.99	9.01	8.40	8.67	7.51	9.15	7.18	
23 - 2393700	Int Connet Trnks	10.87	6.53	15.22	10.34	11.61	13.90	9.16	11.68	14.71	8.48	
23 - 2393801	PNP (Port Out)	0.00	2.00	0.00	2.00	0.00	2.00	0.14	2.00	0.44	2.00	cde
23 - 2394000	UNE Loop 2 wire Digital Line Sharing	23.90	12.14	19.52	11.79	14.24	13.65	14.52	12.24	14.44	12.09	

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May2002		June2002		July2002		August 2002		Sept. 2002		Noles
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
24 - Percent Blocking on Common Trunks												
24 - 2400100	% Block Common Trnks: Common Trnks	0.98	2.00	0.33	2.00	0.33	2.00	0.81	2.00	0.93	2.00	
26 - NXX Loaded by LERG Effective Date												
26 - 2600200	NXX Load LERG Effect Dt: Whlsle	99.92	n/a	100.00	n/a	100.00	n/a	100.00	n/a	100.00	100.00	
Billing												
28 - Usage Timeliness												
28 - 2800200	Resale	1.26	3.35	1.23	3.31	1.41	2.63	1.28	2.43	1.46	2.53	
28 - 2800300	Unbundled	1.32	3.35	1.30	3.31	1.49	2.63	1.35	2.43	1.52	2.53	
28 - 2800500	Meet Pt	1.80	3.35	1.78	3.31	2.17	2.63	1.70	2.43	1.57	2.53	
30 - Wholesale Bill Timeliness												
30 - 3000100	Resalse	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	
30 - 3000200	Unbundled	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	
30 - 3000300	Fac/Int Cnnct	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	100.00	99.00	
31 - Usage Completeness												
31 - 3100200	Resale	99.26	99.04	99.64	99.55	99.80	99.42	99.74	99.52	99.81	99.51	
31 - 3100300	Unbundled	99.07	99.04	99.89	99.55	99.91	99.42	99.83	99.52	99.65	99.51	
31 - 3100400	Fac/Int Cnnct	99.23	95.00	99.94	95.00	99.98	95.00	98.98	95.00	99.95	95.00	
32 - Recurring Charge Completeness												
32 - 3200200	Resale	90.70	90.21	97.04	93.60	93.11	94.09	95.45	93.94	97.35	92.25	
32 - 3200300	UNE POTS	82.40	90.21	99.81	93.60	99.23	94.09	98.00	93.94	91.32	92.25	
32 - 3200400	UNE Other	99.10	90.00	99.28	90.00	99.57	90.00	91.62	90.00	99.39	90.00	
32 - 3200500	Fac/Int Cnnct	99.85	90.00	100.00	90.00	99.95	90.00	99.97	90.00	98.70	90.00	
33 - Non-Recurring Charge Completeness												
33 - 3300200	Resale	86.83	13.98	95.41	22.86	88.95	86.92	92.33	87.04	95.97	70.42	
33 - 3300300	UNE POTS	99.58	13.98	99.91	22.86	99.25	86.92	97.21	87.04	92.99	70.42	
33 - 3300400	UNE Other	99.27	90.00	99.34	90.00	99.64	90.00	98.83	90.00	99.50	90.00	
33 - 3300500	Fac/Int Cnnct	99.87	90.00	99.97	90.00	99.97	90.00	99.88	90.00	100.00	90.00	
34 - Bill Accuracy												
34 - 3400402	Resale Usage	99.98	tbd	99.99	tbd	99.95	tbd	99.95	tbd	99.94	tbd	
34 - 3400502	Resale Recur	99.99	tbd	99.99	tbd	99.97	tbd	99.93	tbd	99.85	tbd	
34 - 3400602	Resale Non-Recur	100.00	tbd	99.94	tbd	99.82	tbd	99.90	tbd	99.73	tbd	
34 - 3400610	Resale Combined	99.99	99.67	99.98	99.71	99.93	99.71	99.92	99.73	99.85	99.76	

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Metric Number	Metric Name and Disaggregation	May 2002		June 2002		July 2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
34 - 3400702	UNE POTS Usage	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	
34 - 3400802	UNE POTS Recur	98.89	tbd	100.00	tbd	100.00	tbd	99.12	tbd	100.00	tbd	
34 - 3400902	UNE POTS Non-Recur	100.00	tbd	100.00	tbd	97.87	tbd	100.00	tbd	100.00	tbd	
34 - 3400910	UNE POTS Combined	98.89	99.67	100.00	99.71	98.05	99.71	99.12	99.73	100.00	99.76	
34 - 3401002	UNE Other Usage	100.00	tbd	99.82	tbd	98.79	tbd	100.00	tbd	100.00	tbd	
34 - 3401102	UNE Other Recur	99.72	tbd	99.89	tbd	99.38	tbd	100.00	tbd	100.00	tbd	
34 - 3401202	UNE Other Non-Recur	99.17	tbd	100.00	tbd	97.01	tbd	100.00	tbd	100.00	tbd	
34 - 3401210	UNE Other Combined	99.38	95.00	99.72	95.00	97.03	95.00	100.00	95.00	100.00	95.00	
34 - 3401302	Fac/Int Cnct Usage	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	
34 - 3401402	Fac/Int Cnct Recur	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	
34 - 3401502	Fac/Int Cnct Non-Recur	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	100.00	tbd	
34 - 3401510	Fac/Int Cnct Combined	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	100.00	95.00	
35 - Billing Completion Notice Interval												
35 - 3500100	Resale	99.41	95.00	99.46	95.00	96.34	95.00	96.19	95.00	99.19	95.00	
Database Updates												
37 - Average Database Update Interval												
37 - 3700200	Loc Whlsle Prod Svc Ord Gen UpDts	2.26	4.78	1.95	4.89	1.95	5.08	2.71	5.00	1.95	4.98	
37 - 3700250	Loc Whlsle Prod Svc Ord Gen UpDts LIDB	0.03	0.25	0.01	0.23	0.01	0.16	0.01	0.18	0.01	0.12	
37 - 3700300	Loc Whlsle Prod Direct Gtwy UpDts	100.00	95.00	99.99	95.00	99.99	95.00	99.99	95.00	99.99	95.00	
38 - Percent Database Accuracy												
38 - 3800200	Loc Whlsle Prod DA/List Svc Ord Gen UpDts	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
38 - 3800500	Loc Whlsle Prod E911 Svc Ord Gen UpDts	84.65	91.10	97.37	91.00	97.37	92.40	97.34	93.97	96.79	94.06	
38 - 3800700	Loc Whlsle Prod LIDB Svc Ord Gen UpDts	99.37	99.04	99.67	98.99	99.71	99.29	99.76	99.26	99.77	99.35	
39 - E911/911 MS Database Update												
39 - 3900200	Loc Whlsle Prod Svc Ord Gen UpDts	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
39 - 3900300	Loc Whlsle Prod Direct Gtwy UpDts	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Collocation												
40 - Time to Respond to a Collocation Request												
40 - 4000100	Space Avail w/in 15 Days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	bcd
40 - 4000200	Price & Sched w/in 15 Days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	cd
41 - Time to Provide a Collocation Arrangement												
41 - 4100100	New % w/in Tariff Int		100.00		100.00	100.00	100.00	100.00	100.00	100.00	100.00	abcd
41 - 4100200	Augment % w/in 80 Days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	

California Performance Metric Data

Metric Number	Metric Name and Disaggregation	May2002		June2002		July2002		August 2002		Sept. 2002		Notes
		CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	CLEC Result	P*B	
Interfaces												
42 - Percent of Time Interface is Available												
42 - 4200700	Resale Datagate	99.13	99.25	99.70	99.25	99.38	99.25	99.99	99.25	99.99	99.25	
42 - 4200800	Resale WEBVERIGATE	98.15	99.25	99.19	99.25	99.00	99.25	99.99	99.25	99.98	99.25	
42 - 4200900	Resale WEBTOOLBAR	99.99	99.25	100.00	99.25	99.94	99.25	99.98	99.25	99.79	99.25	
42 - 4201000	Resale WEBLEX	100.00	99.25	100.00	99.25	100.00	99.25	99.83	99.25	99.98	99.25	
42 - 4201300	Resale EDI Ordering	99.89	99.25	99.99	99.25	100.00	99.25	99.97	99.25	100.00	99.25	
42 - 4201400	Resale PRAF	100.00	99.25	100.00	99.25	100.00	99.25	100.00	99.25	100.00	99.25	
42 - 4201500	Resale SORD	99.75	99.75	99.89	99.89	100.00	100.00	99.02	99.02	99.42	99.42	
42 - 4201700	Resale NDM to EXACT	100.00	99.25	99.85	99.25	100.00	99.25	100.00	99.25	100.00	99.25	
42 - 4201800	Resale EBTA GUI			99.83	99.25	100.00	99.25	99.83	99.25	99.44	99.25	
42 - 4201900	Resale EDI/CORBA Pre-Order					99.46	99.25	99.99	99.25	99.98	99.25	
42 - 4202000	Resale BDS/Telis to EXACT					100.00	99.25	100.00	99.25	100.00	99.25	
42 - 4202100	Resale TBTA (Trouble Admin)					100.00	99.25	100.00	99.25	100.00	99.25	
42 - 4202200	Resale EBTA (App to App)					99.82	99.25	99.67	99.25	98.66	99.25	
44 - Center Responsiveness												
44 - 4400200	Rpr Ctr Local Wsle Prod	9.88	15.19	8.01	15.67	12.80	16.23	12.84	16.24	10.37	13.94	
44 - 4400300	Ord Ctr Local Wsle Prod	11.96	15.00	10.66	15.00	9.21	15.00	9.14	15.00	9.90	15.00	
44 - 4400400	Rpr Ctr Provisioning Center	49.11	90.00	61.20	90.00	81.51	90.00	84.27	90.00	76.97	90.00	

Abbreviations: n/a - not available.
tbd - to be determined.

Blank space means data are not available.

Notes: a - for May, CLEC sample size was less than 10.
b - for June, CLEC sample size was less than 10.
c - for July, CLEC sample size was less than 10.
d - for August, CLEC sample size was less than 10.
e - for September, CLEC sample size was less than 10.

Appendix C

Statutory Requirements

I. STATUTORY FRAMEWORK

1. The 1996 Act conditions BOC entry into the market for provision of in-region interLATA services on compliance with certain provisions of section 271.¹ BOCs must apply to the Federal Communications Commission (Commission or FCC) for authorization to provide interLATA services originating in any in-region state.² The Commission must issue a written determination on each application no later than 90 days after receiving such application.³ Section 271(d)(2)(A) requires the Commission to consult with the Attorney General before making any determination approving or denying a section 271 application. The Attorney General is entitled to evaluate the application “using any standard the Attorney General considers appropriate,” and the Commission is required to “give substantial weight to the Attorney General’s evaluation.”⁴

2. In addition, the Commission must consult with the relevant state commission to verify that the BOC has one or more state-approved interconnection agreements with a facilities-based competitor, or a Statement of Generally Available Terms and Conditions (SGAT), and that

¹ For purposes of section 271 proceedings, the Commission uses the definition of the term “Bell Operating Company” contained in 47 U.S.C. § 153(4).

² 47 U.S.C. § 271(d)(1). For purposes of section 271 proceedings, the Commission utilizes the definition of the term “in-region state” that is contained in 47 U.S.C. § 271(i)(1). Section 271(j) provides that a BOC’s in-region services include 800 service, private line service, or their equivalents that terminate in an in-region state of that BOC and that allow the called party to determine the interLATA carrier, even if such services originate out-of-region. *Id.* § 271(j). The 1996 Act defines “interLATA services” as “telecommunications between a point located in a local access and transport area and a point located outside such area.” *Id.* § 153(21). Under the 1996 Act, a “local access and transport area” (LATA) is “a contiguous geographic area (A) established before the date of enactment of the [1996 Act] by a [BOC] such that no exchange area includes points within more than 1 metropolitan statistical area, consolidated metropolitan statistical area, or State, except as expressly permitted under the AT&T Consent Decree; or (B) established or modified by a [BOC] after such date of enactment and approved by the Commission.” *Id.* § 153(25). LATAs were created as part of the Modification of Final Judgment’s (MFJ) “plan of reorganization.” *United States v. Western Elec. Co.*, 569 F. Supp. 1057 (D.D.C. 1983), *aff’d sub nom. California v. United States*, 464 U.S. 1013 (1983). Pursuant to the MFJ, “all [BOC] territory in the continental United States [was] divided into LATAs, generally centering upon a city or other identifiable community of interest.” *United States v. Western Elec. Co.*, 569 F. Supp. 990, 993-94 (D.D.C. 1983).

³ 47 U.S.C. § 271(d)(3).

⁴ *Id.* § 271(d)(2)(A)

either the agreement(s) or general statement satisfy the “competitive checklist.”’ Because the Act does not prescribe any standard for the consideration of a state commission’s verification under section 271(d)(2)(B), the Commission has discretion in each section 271 proceeding to determine the amount of weight to accord the state commission’s verification.⁶ The Commission has held that, although it will consider carefully state determinations of fact that are supported by a detailed and extensive record, it is the FCC’s role to determine whether the factual record supports the conclusion that particular requirements of section 271 have been met.’

3. Section 271 requires the Commission to make various findings before approving BOC entry. In order for the Commission to approve a BOC’s application to provide in-region, interLATA services, a BOC must first demonstrate, with respect to each state for which it seeks authorization, that it satisfies the requirements of either section 271(c)(1)(A) (Track **A**) or 271(c)(1)(B) (Track B).⁸ In order to obtain authorization under section 271, the BOC must also show that: (1) it has “fully implemented the competitive checklist” contained in section 271(c)(2)(B);⁹ (2) the requested authorization will be carried out in accordance with the requirements of section 272;¹⁰ and (3) the BOC’s entry into the in-region interLATA market is

⁵ *Id.* § 271(d)(2)(B).

⁶ *Bell Atlantic New York Order*, 15 FCC Rcd at 3962, para. 20: *Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended*, CC Docket No. 97-137, 12 FCC Rcd 20543,20559-60 (1997) (*Ameritech Michigan Order*). As the D.C. Circuit has held, “[a]lthough the Commission must consult with the state commissions, the statute does not require the Commission to give State Commissions’ views any particular weight.” *SBC Communications Inc. v. FCC*, 138 F.3d 410,416 (D.C. Cir. 1998).

⁷ *Ameritech Michigan Order*, 12 FCC Rcd at 20560; *SBC Communications v. FCC*, 138 F.3d at 416-17.

⁸ 47 U.S.C. § 271(d)(3)(A). See Section III, *infra*, for a complete discussion of Track **A** and Track B requirements.

⁹ *Id.* §§ 271(c)(2)(B), 271(d)(3)(A)(i).

¹⁰ *Id.* § 272; see *Implementation of the Non-Accounting Safeguards of Sections 271 and 272 of the Communications Act of 1934, as amended*, CC Docket No. 96-149, First Report and Order and Further Notice of Proposed Rulemaking, 11 FCC Rcd 21905 (1996) (*Non-Accounting Safeguards Order*), *recon.*, Order on Reconsideration, 12 FCC Rcd 2297 (1997), *review pending sub nom.*, *SBC Communications v. FCC*, No. 97-1118 (D.C. Cir., filed Mar. 6, 1997) (held in abeyance pursuant to court order filed May 7, 1997), *remanded in part sub nom.*, *Bell Atlantic Telephone Companies v. FCC*, No. 97-1067 (D.C. Cir., filed Mar. 31, 1997), *on remand*, Second Order on Reconsideration, FCC 97-222 (rel. June 24, 1997), *petition for review denied sub nom.* *Bell Atlantic Telephone Companies v. FCC*, 113 F.3d 1044 (D.C. Cir. 1997); *Implementation of the Telecommunications Act of 1996; Accounting Safeguards Under the Telecommunications Act of 1996*, Report and Order, 11 FCC Rcd 17539 (1996).

“consistent with the public interest, convenience, and necessity.”” The statute specifies that, unless the Commission finds that these criteria have been satisfied, the Commission “shall not approve” the requested authorization.¹²

11. PROCEDURAL AND ANALYTICAL FRAMEWORK

4. To determine whether a BOC applicant has met the prerequisites for entry into the long distance market, the Commission evaluates its compliance with the competitive checklist, as developed in the FCC’s local competition rules and orders in effect at the time the application was filed. Despite the comprehensiveness of these rules, there will inevitably be, in any section 271 proceeding, disputes over an incumbent LEC’s precise obligations to its competitors that FCC rules have not addressed and that do not involve *per se* violations of self-executing requirements of the Act. As explained in prior orders, the section 271 process simply could not function as Congress intended if the Commission were required to resolve all such disputes as a precondition to granting a section 271 application.¹³ In the context of section 271’s adjudicatory framework, the Commission has established certain procedural rules governing BOC section 271 applications.¹⁴ The Commission has explained in prior orders the procedural rules it has developed to facilitate the review process.” Here we describe how the Commission considers the evidence of compliance that the BOC presents in its application.

5. As part of the determination that a BOC has satisfied the requirements of section 271, the Commission considers whether *the* BOC *has* fully implemented the competitive

¹¹ 47 U.S.C. § 271(d)(3)(C)

¹² *Id.* § 271(d)(3); *see SBC Communications, Inc. v. FCC*, 138 F.3d at 416.

¹³ *See SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6246, para. 19; *see also American Tel. & Tel. Co. v. FCC*, 220 F.3d 607, 631 (D.C. Cir. 2000).

¹⁴ *See Procedures for Bell Operating Company Applications Under New Section 271 of the Communications Act*, Public Notice, 11 FCC Rcd 19708, 19711 (1996); *Revised Comment Schedule For Ameritech Michigan Application, as amended, for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Services in the State of Michigan*, Public Notice, DA 97-127 (rel. Jan. 17, 1997); *Revised Procedures for Bell Operating Company Applications Under Section 271 of the Communications Act*, Public Notice, 13 FCC Rcd 17457 (1997); *Updated Filing Requirements for Bell Operating Company Applications Under Section 271 of the Communications Act*, Public Notice, DA 99-1994 (rel. Sept. 28, 1999); *Updated Filing Requirements for Bell Operating Company Applications Under Section 271 of the Communications Act*, Public Notice, DA 01-734 (CCB rel. Mar. 23, 2001) (collectively “271 Procedural Public Notices”).

¹⁵ *See, e.g., SWBT Kansas/Oklahoma Order* 16 FCC Rcd at 6247-50, paras. 21-27; *SWBT Texas Order*, 15 FCC Rcd at 18370-73, paras. 34-42; *Bell Atlantic New York Order*, 15 FCC Rcd at 3968-71, paras. 32-42.

checklist in subsection (c)(2)(B). The BOC at all times bears the burden of proof of compliance with section 271, even if no party challenges its compliance with a particular requirement.¹⁶ In demonstrating its compliance, a BOC must show that it has a concrete and specific legal obligation to furnish the item upon request pursuant to state-approved interconnection agreements that set forth prices and other terms and conditions for each checklist item, and that it is currently furnishing, or is ready to furnish, the checklist items in quantities that competitors may reasonably demand and at an acceptable level of quality.” In particular, the BOC must demonstrate that it is offering interconnection and access to network elements on a nondiscriminatory basis.¹⁸ Previous Commission orders addressing section 271 applications have elaborated on this statutory standard.” First, for those functions the BOC provides to competing carriers that are analogous to the functions a BOC provides to itself in connection with its own retail service offerings, the BOC must provide access to competing carriers in “substantially the same time and manner” as it provides to itself.” Thus, where a retail analogue exists, a BOC must provide access that is equal to (i.e., substantially the same as) the level of access that the BOC provides itself, its customers, or its affiliates, in terms of quality, accuracy, and timeliness?” For those functions that have no retail analogue, the BOC must demonstrate that the access it provides to competing carriers would offer an efficient carrier a “meaningful opportunity to compete.””

6. The determination of whether the statutory standard is met is ultimately a judgment the Commission must make based on its expertise in promoting competition in local markets and in telecommunications regulation generally.” The Commission has not established, nor does it believe it appropriate to establish, specific objective criteria for what constitutes

¹⁶ See *SWBT Texas Order*, 15 FCC Rcd at 18374, para. 46; *Bell Atlantic New York Order*, 15 FCC Rcd at 3972, para. 46.

¹⁷ See *Bell Atlantic New York Order*, 15 FCC Rcd at 3973-74, para. 52

¹⁸ See 47 U.S.C. § 271(c)(2)(B)(i), (ii).

¹⁹ See *SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6250-51, paras. 28-29; *Bell Atlantic New York Order*, 15 FCC Rcd at 3971-72, paras. 44-46.

²⁰ *SWBT Texas Order*, 15 FCC Rcd at 18373, para. 44; *Bell Atlantic New York Order*, 15 FCC Rcd at 3971, para. 44.

²¹ *Bell Atlantic New York Order*, 15 FCC Rcd at 3971, para. 44; *Ameritech Michigan Order*, 12 FCC Rcd at 20618-19.

²² *Id.*

²³ *SWBT Texas Order*, 15 FCC Rcd at 18374, para. 46; *Bell Atlantic New York Order*, 15 FCC Rcd at 3972, para. 46.